



2300G Series Service Strategies

Protecting your investment
beyond the warranty

The 2300G Particle Deposition System is a production-critical asset. Every day of unplanned downtime translates to yield loss, engineer time, and schedule pressure. MSP™ Service Strategies convert that uncertainty into a partnership — with defined response times, reserved parts, and a team that already knows your tool before it needs attention.

Three Strategies. One Tool. Full Lifecycle Coverage.

Strategy 1	Strategy 2	Strategy 3
Essential Pay-as-you-go	Assured Continuous service level coverage	Premium Full "service-level-agreement" partnership
▪ Ultimate piece meal options ▪ Choose what is most important ▪ Pay for what you need when you need it	▪ Annual coverage ▪ Select services you want to include ▪ Application support ▪ Reduced administrative effort with fewer POs and less paperwork	▪ Annual + semi-annual preventative maintenance (PM) events ▪ Prioritized service and PMs ▪ Guaranteed response and onsite support ▪ Parts*, labor & travel included ▪ Additional quality audits, metric review and training
<i>Ideal for low utilization tools, downtime isn't critical and prefer payments captured at time of need</i>	<i>Ideal for high-utilization tools where unplanned downtime directly impacts production yield</i>	<i>Ideal for mission-critical tools where parts lead time is the primary risk to production continuity</i>

*Consumables required outside of preventative maintenance are not included.



Plan Ahead

Benefits of "Premium" Service Level Agreement Partnership

Predictable cost: Fixed annual maintenance spend with parts and labor included eliminates surprise invoices and simplifies budget planning.

Capped downtime exposure: A contracted service plan gives operations teams a ceiling to plan around — not an average response time, but a guaranteed maximum.

Parts before the failure: Critical components are held in reserve before they're needed for Service Level Agreement customers. Lead time risk is eliminated, not managed after the fact.

Guaranteed Response:

Response Tier	Committed By	Method	Escalation Trigger
Initial response	24 hours	Phone / email / remote	-
Engineering escalation	2 business days	MSP Engineering team	Unresolved at day 2
On-site dispatch	10 business days	Certified field engineer	No resolution path at day 5

Standard working hours: Mon–Fri, 8:00 AM – 5:00 PM US Central.
On-site hours: 8:00 AM – 5:00 PM local time.



MSP - Visit our website www.tsi.com/msp for more information.

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